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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/903,360	07/10/2001	James H. Kaufman	ARC920010013US1	9559
28342	7590	07/20/2005	EXAMINER	
SAMUEL A. KASSATLY LAW OFFICE 20690 VIEW OAKS WAY SAN JOSE, CA 95120			JARRETT, SCOTT L	
			ART UNIT	PAPER NUMBER
			3623	

DATE MAILED: 07/20/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/903,360

Applicant(s)

KAUFMAN ET AL.

Examiner

Scott L. Jarrett

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 10 July 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-28 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-28 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 10 July 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 7/10/2001.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date: _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

Title

1. The title of the invention is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed.

The following title is suggested: Location Based Assistance Request System and Method.

Claim Rejections - 35 USC § 101

2. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

3. Claims 1-18 and 26-28 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

The basis of this rejection is set forth in a two-prong test of:

- (1) whether the invention is within the technological arts; and
- (2) whether the invention produces a useful, concrete, and tangible result.

For a claimed invention to be statutory, the claimed invention must be within the technological arts. Mere ideas in the abstract (i.e., abstract idea, law of nature, natural phenomena) that do not apply, involve, use, or advance the technological arts fail to promote the "progress of science and the useful arts" (i.e., the physical sciences as opposed to social sciences, for example) and therefore are found to be non-statutory subject matter. For a process claim to pass muster, the recited process must somehow apply, involve, use, or advance the technological arts.

Additionally, for a claimed invention to be statutory, the claimed invention must produce a useful, concrete, and tangible result.

Regarding Claims 1-13, Claims 1-13 only recite an abstract idea. The recited the method to assist a user recover from an unexpected disruption of service does not does not apply, involve, or use the technological arts since all of the recited steps can be performed in the mind of the user or by use of a pencil and paper. The claimed invention, as a whole, is not within the technological art as explained above claims 1-13 are deemed to be directed to non-statutory subject matter.

Regarding Claims 14-18, Claims 14-18 only recite an abstract idea. The recited method to assist a user locate a surrogate does not apply, involve, or use the technological arts since all of the recited steps can be performed in the mind of the user or by use of a pencil and paper. The claimed invention, as a whole, is not within the technological art as explained above claims 14-18 are deemed to be directed to non-statutory subject matter.

Software, programming, instructions or code not claimed as embodied in computer-readable media are descriptive material per se and are not statutory because they are not capable of causing functional change in a computer. When such descriptive material is recorded on some computer-readable medium it becomes

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structurally and functionally interrelated to the medium and will be statutory in most cases.

Furthermore, software, programming, instructions or code not claimed as being computer executable are not statutory because they are not capable of causing functional change in a computer. In contrast, when a claimed computer-readable medium encoded with a computer program defines structural and functional interrelationships between the computer and the program, and the computer is capable of executing the program, allowing the program's functionality to be realized, the program will be statutory.

Regarding Claims 26-27, claims 26-27 merely recite a computer program (software) descriptive material per se. Claims 26-27 are therefore deemed to be directed to non-statutory subject matter where there is no indication that the proposed software is recorded on computer-readable medium and/or capable of execution by a computer. Examiner suggests that the applicant incorporate into Claims 26-27 language that the proposed software is recorded on computer-readable medium and capable of execution by a computer to overcome this rejection.

Regarding Claim 28, Claims 28 only recites an abstract idea. The recited method to assist a user locate a surrogate does not apply, involve, or use the technological arts since all of the recited steps can be performed in the mind of the user or by use of a pencil and paper. The claimed invention, as a whole, is not within the

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technological art as explained above claim 28 is deemed to be directed to non-statutory subject matter.

Correction required. See MPEP § 2106 [R-2].

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5. Claims 1-9, 12-13, 19-24 and 26 are rejected under 35 U.S.C. 102(e) as being anticipated by Tendler, U.S. Patent No. 6,519,463.

Regarding Claims 1, 19 and 26 Tendler teaches a location based service request system and method wherein users are provided location-specific information and access to a plurality of location-specific services including but not limited to concierge, directory assistance, emergency assistance and the like (Abstract).

Further Tendler teaches that systems and methods for receiving and responding to location based service requests (e.g. 800 number based roadside assistance programs for requesting towing services and the like) is old and well known (Column 1, Lines 12-22; "...the concierge service has operators and a database, such that the operator to direct the caller to whatever service the caller desires having been apprised of the location of the caller...", Column 4, Lines 20-24).

More specifically Tendler teaches a system and method for automatically assisting a user recover from an unexpected disruption of service (e.g. car trouble, towing service, gas stations, etc.) comprising:

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- the user sending a notification (message, call, etc.) requesting service from a service provider (i.e. service disruption service; Column 1, Lines 52-63; Figure 1, Element 62);
- determining the user's current locations (Column 1, Lines 52-63; Figure 1, Element 64);
- mapping (matching, searching, finding, etc.) locations and schedules (e.g. hours of operation) of candidate helpers (service providers, entities, persons, surrogates, etc.) who are able to travel to the user's current location to provide assistance ("...match being performed to provide the identity and/or address of the nearest local service provider..." Column 1, Lines 52-63; "...database has incorporated therein the location of the particular service provider, and, optionally the **availability** of the service provider, the rates for the service provide and **any** other information useful in the provision of the service.", Column 5, Lines 48-54; Figure 1, Element 70);
- preparing a list (one or more) of candidate (potential) helpers based on the user's current location and the helpers' location and schedules (Figure 1, Elements 68, 70; Column 5, Lines 44-65); and
- automatically dispatching one or more candidate helpers from the list (one or more; Column 1, Lines 52-63; Column 2, Lines 13-18; Figure 1, Elements 72 and 74).

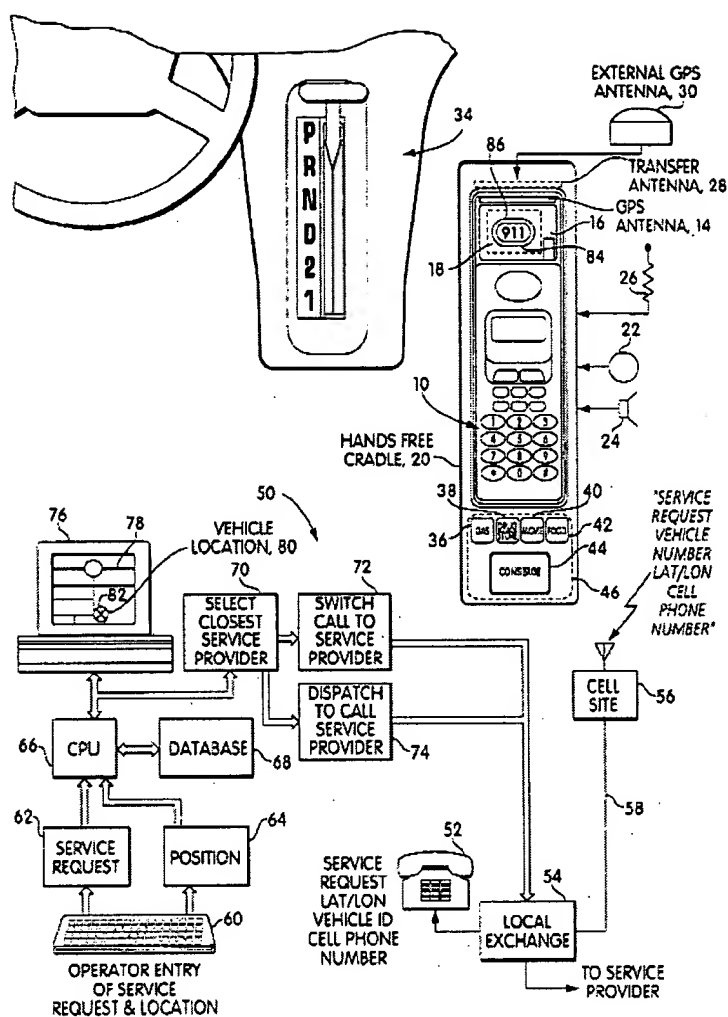


Fig. 1

Regarding Claims 2-3 Tender teaches a location based service request system and method further comprising the step of sending the list (i.e. one or more) of helpers to the user and the user selecting one or more helpers to be dispatched (“...providing information as to the location of certain services such as gasoline stations, movie theatres, drug stores, etc...”; Abstract, emphasis added).

Regarding Claims 4-5 Tendler teach a method and system for automatically assisting a user recover from an unexpected disruption in service (e.g. car break down) as well as providing users access to a plurality of concierge like services (i.e. a concierge being one who attends to the needs of guests, by providing information or making arrangements, such as for theater tickets or dinner reservations (Abstract; Column 2, Lines 49-62).

Tendler further teaches that the location based service request system provides and directs the user with the location of and directions to a future task/activity by taking into account the user's current and future location (i.e. directing the user from their current location to their future location, the future location being the location of the requested service provider they are being directed to; "...directing the caller to whatever service the caller desires...", Column 4, Lines 6-27); for example the concierge service providing information regarding movie times/locations and/or the location and directions to the nearest gas station in order to purchase gas in the future.

Tendler further teaches that the location based service request system and method matches/maps the future/current/permanent location (i.e. a gas station having the same current and future locations, the location being static) and the service provider's availability (schedules, hours of operations, show times, etc.) schedule in preparing a list (one or more) of candidate helpers (Column 1, Lines 52-63; Column 5, Lines 48-54; Figure 1, Element 70).

Regarding Claims 6-7 Tendler teaches a location based service request system and method further comprising sending and responding to an emergency request (Column 13-34; Figure 2, "911 Button").

Regarding Claims 8-9 Tendler teaches a location based service request system and method further comprising sending and responding to transportation (e.g. towing, gas stations, etc.) request (Column 1, Lines 11-22; Column 2, Lines 1-18).

Regarding Claims 12-13 Tendler teaches a location based service request system and method further comprising sending and responding to an information resource request (e.g. movie theatres, drug stores, etc.; Column 5, Lines 48-54; Figure 1).

Regarding Claim 20-24 Tendler teaches a location based service request system and method wherein the system includes:

- a module/subsystem (i.e. session manager, component, code, program, client, substitute, etc.) for managing the session (conversation, request session, time, interaction, etc.) between the user, operator/dispatcher, service provider and the system (Figures 1 and 3);

- a GPS subsystem (interface, component, code, application interface, user interface, link, association, etc.; Column 4, Lines 7-27; Figures 2-3).

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- a plurality of subsystems (servers, routines, computers, systems, components, etc.) and interfaces (links, connections, etc.; Figures 1 and 3); and

- a plurality of information databases (data sources, data services, data sets; e.g. medical records, directory services, AAA, etc.; Figure 1; Figure 3, Elements 36, 38, 30 and 44).

Claim Rejections - 35 USC § 103

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

7. Claims 10-11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Tendler, U.S. Patent No. 6,519,463. as applied to claims 1-9, 12-13, 19-24 and 26 above and further in view of official notice.

Regarding Claims 10-11 Tendler teaches a location based service request system and method wherein "...communication is established to permit the driver to ask for whatever service he or she wants. This can be taken care of by the dispatch office or the caller can be directly linked or patched to the service provider." (Column 2, Lines 1-4) .

While Tendler teaches that the system permits users access to any of a plurality of diverse services Tendler does not expressly teach sending and responding to a technical assistance request as claimed.

Official notice that requesting technical assistance is old and very well known in the art; i.e. requesting/receiving specialized skill/knowledge commonly in the mechanical and/or scientific fields. For example calling a mechanic when your car

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breaks down and asking for technical advice/assistance as to what might be the cause of the problem (e.g. overheating) and what if anything can be done to get the car on the road again.

It would have been obvious to one skilled in the art at the time of the invention that the location based service request system and method, with its ability to connect users with any of a plurality of "desired" services, as taught by Tendler would have benefited from providing users with access to technical assistance (i.e. specialized skills/knowledge) in view of official notice; the resultant system enabling users to access "...whatever service her or she wants..." (Column 2, Line 3).

Claim Rejections - 35 USC § 103

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

9. Claims 14, 25 and 27-28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Thompson et al, U.S. Patent Publication No. 2002/0029160 (Thompson '160).

Regarding Claims 14, 25 and 27-28 Thompson '160 teach a method and system for automatically assisting a user locate a surrogate (replacement, substitute, alternate, backup, stand-in, pinch hitter, etc.; Abstract; Paragraphs 0001, 0020, 0022, 0121) comprising:

- sending a request for a surrogate (substitute) to a resource a substitution system (e.g. request for assistance; absentee notification; Paragraph 0022; Figure 2A, Element 62);

- the service/surrogate request comprises: the location (job site, school, etc.) and date/time for the requested substitute, instructions, directions, help, and a plurality of other information related to the service request (Paragraph 0070; Figures 3-10);

- matching (mapping) requests for surrogates, surrogate profiles (preferences) including not limited to schedule/availability, location, skill sets, etc. and a plurality of

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business rules/criteria to determine (find, select, etc.) candidate surrogates (helpers) who are able to travel to the user's service location to provide assistance (e.g. the surrogate/substitute is matched based on their ability to meet a plurality of criteria including but not limited to the ability to teach at a specific school/location/work;

Paragraphs 0022, 0026, 0029; 0070-0073; Figures 3-10);

- preparing (creating, generating, etc.) a list of candidate surrogates based on the plurality of matching/mapping criteria (the location of the service/assistance request, surrogate schedules/availability, skills, etc.; Paragraphs 0079, 0085); and

- dispatching (assigning, forwarding, remitting, sending, etc.) one or more candidate surrogates from the list (Paragraphs 0022-0023; Figure 2A).

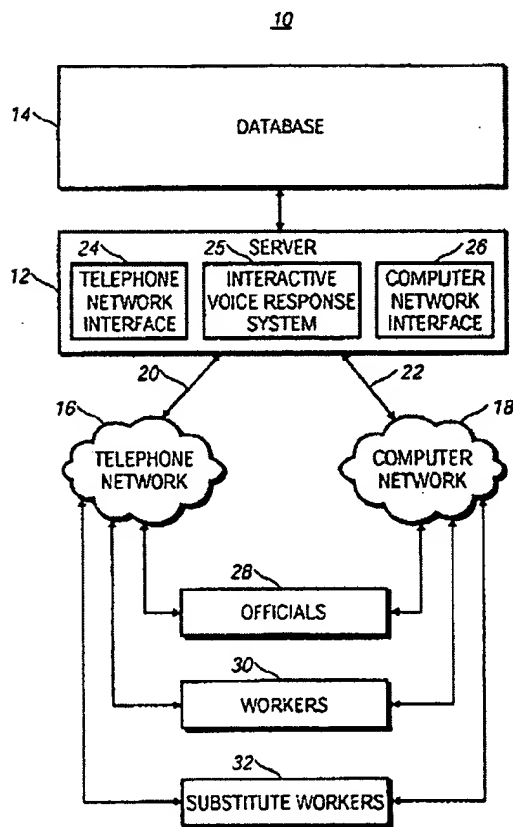


FIG. 1A

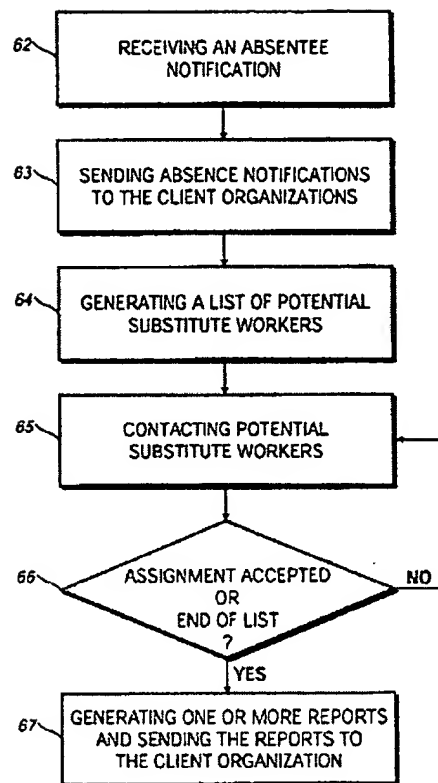


FIG. 2A

Figure 1: Thompson '160: Figures 1A, 2A

Thompson '160 further teach that the substitute fulfillment system and method comprises a plurality of subsystems including but not limited to a plurality of servers, databases and interfaces (Paragraph 0053; Figure 1A).

Thompson '160 further teach that the substitute fulfillment system and method disclosed incorporates by reference application no. 09/217,116, now Thompson et al., U.S. Patent No. 6,334,133 (Thompson '133) and application no. 09/419,266, now Thompson et al., U.S. Patent No. 6,675,151 (Thompson '151; Thompson '160: Paragraph 0001).

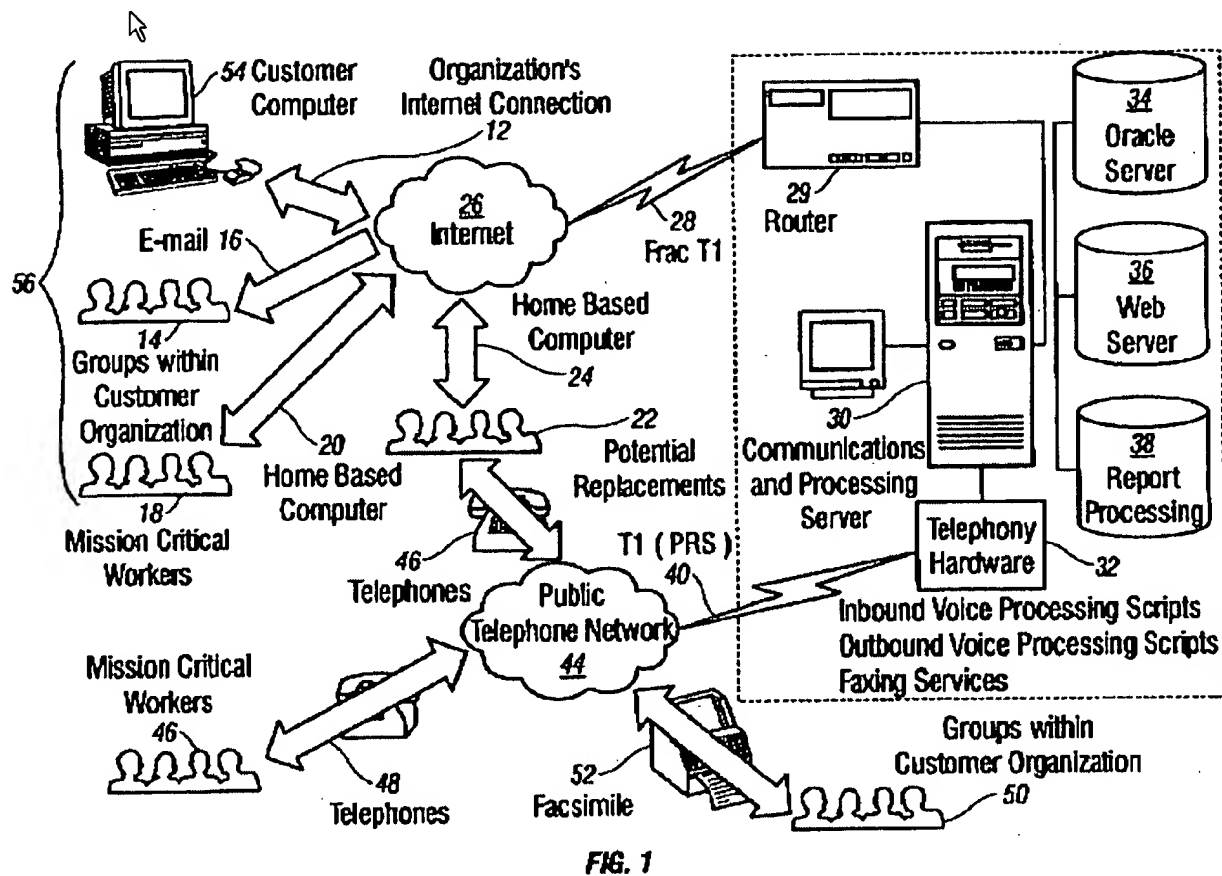


Figure 2: Thompson '151: Figure 1

While Thompson '160 teaches locating and dispatching a surrogate to a desired location and time (e.g. the teacher requesting absentee coverage will not be available for school today or some days/times in the future) to perform a desired set of activities (job responsibilities) Thompson '160 does not expressly teach determining the user's current location and utilizing that location as the location for providing the requested service as claimed.

Official notice is taken that determining a user's current location, especially when a user is uncertain and/or unfamiliar with their current location, and providing/dispatching one or more service providers (e.g. tow truck, police, fire, rescue, etc.) to that determined location is old and very well known in the art.

It would have been obvious to one skilled in the art at the time of the invention that the system and method for automatically locating and dispatching a surrogate to a specified location and time to perform a specific set of activities/duties as taught by Thompson '160 would have benefited from determining the current location of the service requestor, the current location being the location at which the user would like the requested service/assistance to be provided, in view of the teachings of official notice; the resultant system enabling users to request a surrogate/service provider assistance at their current location, especially when they are uncertain as to what their current location is and/or what services are available near their current location.

10. Claims 15-18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Thompson et al, U.S. Patent Publication No. 2002/0029160 (Thompson '160) as applied to claims 14, 25 and 27-28 above and further in view of Bernasconi, U.S. Patent Publication No. 2005/0114195.

Regarding Claims 15-16 Thompson '160 teach a substitute worker fulfillment system and method further comprising:

- enabling the user (substitute requestor) to create a preferred (acceptable back-up list) of potential surrogates (Paragraphs 0028, 0079); and
- utilizing the user's preferred list of potential substitute workers to select and dispatch the substitute worker (Paragraphs 0028, 0073, 0079).

Thompson '160 does not expressly teach that the substitute worker fulfillment system and method further comprises the sending the list of helpers to the user after receiving the service request or the subsequent selection by the of one or more surrogates to be dispatched as claimed.

Bernasconi teaches sending/providing a list of potential helpers (substitute workers, etc.) to the service requestor (absent worker) as well as enabling the user to select (screen, override, reject, verify) one or more surrogates from the list (pool) of potential helpers (substitute workers; Paragraphs 0020, 0022, 0044, 0054; Figure 1, Element 50), in an analogous art of substitute fulfillment, for the purposes of insuring the

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selected are acceptable to the service requestor and/or override the generated list in order to call substitute workers for jobs that require a "personal touch" (Paragraph 0022; Abstract).

More generally Bernasconi teaches a system and method for automatically assisting a user location a surrogate comprising:

- receiving a request for a surrogate (Paragraphs 0019, 0044);
- generating a list of potential candidates utilizes a plurality of matching/mapping criteria (availability, skills, etc.; Paragraph 0018); and
- dispatching/assigning the surrogate (Paragraph 0022).

It would have been obvious to one skilled in the art at the time of the invention that the substitute fulfillment system and method, with its ability to enable service requestors to review potential substitute workers in order to create a list of preferred/acceptable substitute workers, as taught by Thompson '160 would have benefited from enabling users to select from a list of potential candidates after their request for a substitute in order to ensure the substitute worker is acceptable to the surrogate requestor in view of the teachings of Bernasconi; the resultant system ensuring that the substitute work is acceptable to the substitute requestor (Thompson '160: Paragraphs 0070, 0079) and/or enabling users (e.g. dispatches, system administrators) to override the generated list in order to call substitute workers for jobs that require a "personal touch" (Bernasconi: Paragraph 0022).

Regarding Claim 17 Thompson '160 teach a substitute fulfillment system and method further comprising:

- determining the user's location for a future task (e.g. work location, school, etc.;

Paragraphs 0070, 0073); and

- accounting for the user's future location in preparing the list of candidate surrogates (e.g. ensuring substitute workers are able to work at the future location/job site – i.e. qualified to teach the specific class or perform the specific job duties; Paragraphs 0022, 0026, 0029; 0070-0073; Figures 3-10).

Regarding Claim 18 Thompson '160 teach a substitute fulfillment system and method further comprising:

- matching (mapping, coordinating, etc.) service requests, service provider preferences (availability, schedule, skills, etc.) and other matching/mapping criteria (Paragraphs 0022, 0026, 0029; 0070-0073; Figures 3-10); and

- accounting for the candidate surrogates future locations and schedule in preparing a list of candidate surrogates (e.g. selecting substitute workers which meet the plurality of selection criteria; Paragraphs 0022, 0026, 0029; 0070-0073; Figures 3-10).

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Bouve et al., U.S. Patent No. 4,974,170, teach a system and method for automatically assisting users access to location based services.
- Yano et al., U.S. Patent No. 5,289,572, teach a location based service request assistance system and method wherein users are provided a plurality of location specific service information.
- Orlen et al., U.S. Patent No. 5,579,535, teach a location based system and method for assisting the user recover from an unexpected disruption of service by providing the user with information related to services such as police, fire, hospitals and the like near the user's current location.
- Small et al., U.S. Patent No. 5,642,303, teach a system and method for providing (enabling) time and location based computing such that systems (applications, programs, etc.) can utilize the location and time information to provide location based services such as context sensitive tour guides and location based to-do lists.
- Henneuse et al., U.S. Patent No. 5,963,93, teach a method system for scheduling an event (e.g. meetings, cooperative tasks, etc.) based on the availability (schedule) of a group of requested participants.
- Gaukel, John, U.S. Patent No. 6,100,806, teaches a system and method for continuously tracking individuals utilizing GPS technologies.

- Commy et al., U.S. Patent No. 6,101,480, teach a system and method for group calendaring and tasking wherein the system utilizes user availability/schedule information to coordinate cooperative tasks (e.g. meetings, events) and further enables users to designate (delegate) a surrogate/substitute if they cannot attend the event.

- Semple et al., U.S. Patent No. 6,408,307, teach a system and method for assisting users with location specific information/service requests wherein "items of interest" are selected from a database utilizing user selection criteria.

- Dussell et al., U.S. Patent No. 6,411,899, teach a system and method for location/position based computing wherein the system utilizes a handheld wireless device such as a personal digital assistant to provide location based services that enable users to complete one or more location specific tasks.

- Cao et al., U.S. Patent No. 6,446,004, teach a system and method for providing location-based assistance to a plurality of users where the system enables the management of time and location based tasks/activities. Cao et al. further teach that the system comprises a plurality of subsystems (managers, controllers, code, modules, servers, etc.) including but not limited to active calendaring, session manager(s), GPS, event proximity as well as a plurality of databases.

- Cao et al., U.S. Patent No. 6,529,136, teach a system and method for managing location and time based individual and/or group activities wherein the system "permit knowledge exchange of the proximity of individuals, objects, groups of persons or collections of object, to each other, and suited from the implementation of location driver activities and/or location based services.

- Shimazu, Hideo, U.S. Patent No. 6,577,927, teaches a method and system for automatically assisting a user recover from an unexpected disruption of service (e.g. an emergency while driving) wherein the system sends notification to a disruption service requesting assistance, determines the user's current location, prepares a list of candidate helpers and utilizes the user's current location as well as the service provider's location and availability to select and dispatch the service provider. Shimazu further teaches that such May-Day systems are old and well known and include systems such as GM's OnStar.

- Elsey et al., U.S. Patent No. 6,775,371, teach a system and method for assisting users with a plurality of services wherein the system provides "concierge-like" access to a plurality of information concerning goods and services and further enables locating, reserving and purchasing/procuring of such goods and services in response to a customer's request.

- Kaufman et al., U.S. Patent Publication No. 2002/0120703, teach a system and method for group scheduling of cooperative (shared, collaborative) location based tasks wherein the system provides information to a user for selective colleague assistance (helper) based on the distance and availability of that helper to the user's current location.

- Berk, Peter Paul Alexander, U.S. Patent Publication No. 2003/0055688, teaches a system and method for assisting users in locating a surrogate (substitute) wherein the rule-based system utilizes a plurality of criteria to map/match surrogate

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requests to surrogates thereby enabling the user to find a substitute due to an unexpected event/absence.

- Kilpatrick, Joel Frederick, U.S. Patent Publication No. 2003/0055705, teach a system and method for skills-based task routing.

- Abowd, Gregory et al., Cyberguide, teach a system and method for providing location based assistance to one or more users (e.g. context aware tour guide).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Scott L. Jarrett whose telephone number is (571) 272-7033. The examiner can normally be reached on Monday-Friday, 8:00AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hafiz Tariq can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

SJ

7/15/2005


TARIQ R. HAFIZ
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 3600